

RMS Instructions to Load Software:

Setting up the ATM:

Set Masterkey Serial Number to the cabinet serial #:

Operator Functions → Host Setup → Key Management → Set Masterkey Serial #
(See the Serial # notes)

*Set RMS to “Enable, Disable” in the “RMS, RMS Send” field:

Operator Functions → Host Setup → Remote Monitor → RMS En/Disable

Operator Functions → Host Setup → Remote Monitor → RMS Send En/Disable

*Set RMS password to 333333 unless they know the RMS password already:

Operator Functions → Host Setup → Remote Monitor → Password

Enter Admin password then the new RMS Password

* - Not necessary if working with brand new main pcb.

Setting up the ATM in RMS Software:

Open RMS:

Icon on Desktop

Select “Configuration” button

Select “ATM” tab

Select “ADD” button

Set “ATM Type” to “color” or “mono” (see identifying color or mono notes)

Set to color for ALL MB1500 and any MB1000 that have MB1500 style Main PCB

Set “Serial #” SERIAL # MUST MATCH SERIAL # IN MASTERKEY SERIAL # ON ATM!!

Set “Identifier”, “Name”, and “Description” to the location name

Set “Access Phone #” to the phone number of the ATM

Set “Access Password” to 333333 or the password that the customer set

Leave “Machine Type” blank

Select “OK” button

The location you just created should show up in the window under the ATM tab

Select “OK” button

The location you just created should show up in the top window of RMS

Loading new software to ATM through RMS:

Pull Setup:

Select "Request" button

Under "List of ATMs" select the location you created

Under "Data Type" Select "Setup"

Select "Request" button

It should dial out to the ATM, download the setup and display a window with the results

Any problems with this step, please see Leif or Steve Bunker

Select "OK" button

Upload Bin Files:

Select "Send" button

Under "List of ATMs" select the location you created

Under "Send Report Type" select "Application File Download(*.BIN)"

Select "Configure" button

Find *.BIN Files:

In the drop down box labeled "Look In" select "Program Files → trantech"

Double click on the model you are loading to (for MB2200 use MB2100 software and for MB2250 use MB2150 software)

Double click on USA

Double click on "Color" or "Mono" (see identifying color or mono notes)

Double click on "Cashworks"

Click and drag over all the *.BIN files to select them

Select "Open" button

RMS popup window will say "This operation will send the data. Are you OK?"

Select "OK" button

It should dial out and upload the *.BIN files to the ATM. Usually this takes less than ten minutes. When this is done the ATM should have all of its programming except master key settings. Make sure to change the RMS settings back to what they were originally if you changed them. If graphics seem slightly scrambled try uploading PCX files.

Upload Pcx Files: This step is only necessary if changing from mono to color or color to mono

Select "Send" button

Under "List of ATMs" it should still have the correct ATM selected

Under "Send Report Type" select "Advertise File Download(*.PCX)"

Select "Configure" button

Find *.PCX Files:

Click and drag over all the *.PCX files to select them

Select "Open" button

RMS popup window will say "This operation will send the data. Are you OK?"

Select "OK" button

It should dial out and upload the *.PCX files to the ATM. Usually this takes less than five minutes.

RMS Notes:

Serial Number Notes:

You cannot enter alpha characters in the Masterkey Serial #. You will have to convert the cabinet serial number as follows. Make sure the Masterkey Serial # matches the serial # in RMS!!

= any number * = any alpha character

<u>First 5 Characters:</u>	<u>What to do:</u>	<u>Example:</u>
SBOD#	Replace SBOD with 0000	SBOD102663 to 0000102663
STAF#	Replace STAF with 9000‡	STAF105635 to 9000105635
*##### Exc. Y42## & Y21##	Drop the *, add 0 in the third digit	Y240000528 to 2400000528
Y42##	Replace Y42 with 125	Y420000633 to 1250000633
Y21##	Replace Y21 with 889	Y210000309 to 8890000309

‡ Once the Visa EPP software is loaded you need to change the Masterkey Serial # to start with 9100##### where the “#####” is the number after “STAF”

Identifying Color or Mono Notes:

There are four ways to identify whether a Tranax is color or mono.

1. By Model #:

MB10##	Mono
MB150#	Mono
MB151#	Color
MB152#	Mono
MB153#	Color
MB20##	Mono
MB21##	Color
MB21##T	Mono
MB22##	Color
MB2500	Color
NC####	Color or Mono

2. By Application Version:

On all models except NanoCash

APP V##.0#.## is Mono

APP V##.1#.## is Color

3. Looking at the Screen:

When in Operator functions, if options are green the screen is color, otherwise they will be white

4. Use the Serial Number Definition Chart listed below:

Serial Number Definition Chart:

<u>Serial #:</u>	<u>Model:</u>	<u>Display:</u>
SBOD0	Mini-Bank 2000	mono
STAF0	Mini-Bank 1000	mono
STAF1	Mini-Bank 1000	mono
STAF9	Mini-Bank 1000	mono
SBOD1	Mini-Bank 2100	color
SBOD2	Mini-Bank 2200	color
S2100	Mini-Bank 2100 L1 Safe	color
S2100	Mini-Bank 2200 L1 Safe	color
S2200	Mini-Bank 2100 Rear	color
S2200	Mini-Bank 2200 Rear	color
Y2100	Mini-Bank 2100T (through the wall)	mono
S1500	Nano Cash 2000	color
S1500	Nano Cash 2200	color
Y1400	Mini-Bank 1500 (M00)	mono
Y2400	Mini-Bank 1520 (M10)	mono
Y3400	Mini-Bank 1530 (C2E)	color
Y4400	Mini-Bank 1510 (C00)	color
Y2410	Mini-Bank 1520v2 (M20)	mono
S1510	Nano Cash 2000 (w/ EPP)	color
S1510	Nano Cash 2200 (w/ EPP)	color
S1520	Nano Cash 2000 (mono reflective)	mono
S1520	Nano Cash 2200 (mono reflective)	mono
Y4200	Mini-Bank 2150	color
Y4200	Mini-Bank 2250	color
Y2200	Mini-Bank 2500	color
Y2500	Mini-Bank 2500S	color

Common problems after upgrade:

No comms:

Check modem initialization string

Operator Functions→System Setup→Modem Settings→Init String

If init string is AT&F&Q6+MS=V22B try AT&F&Q6+MS=2

If init string is AT&F&Q6+MS=2 try AT&F&Q6+MS=V22B

AT&F&Q6+MS=V22B is for modems that are removable from the MB.

AT&F&Q6+MS=2 is for modems that are built onto the MB and NOT removable.

Not reading cards:

Check whether ATM is set for “dip” or “swipe” card reader

Operator Functions→System Setup→Device Setup→MCU Setup

MB1### and MB2### (except MB21##T) set to “swipe”

MB15## and MB21##T set to “dip”

Keymode only has option for DES

Check under your S/W Version Release menu for a EPP Version, if it doesn't show up try to clear nvram (no need to reload software). This happens if the Mainboard doesn't recognize your EPP keypad.

If other problems arise please bring to Leif or Steve Bunker so we can update the documentation.